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ENVIRONMENTAL QUALITY OF SOCIAL SERVICE CENTRES: REFLECTION FROM THE CORE AREA OF IBADAN, NIGERIA

Purpose. This study assesses the environmental quality of social service centres in the core area of Ibadan, Nigeria, with a focus on schools and healthcare centres. It aims to provide empirical evidence that can support policy formulation and sustainable planning and improvement of social service infrastructure.

Design/methodology/approach. Schools and healthcare centres were purposively selected as representative types of social service centres. Three schools and three healthcare centres were randomly selected based on the regularity of school types and the scope of services provided by healthcare facilities. Questionnaires were administered to 133 users, comprising 57 school users and 76 healthcare centre users. The collected data were analysed using descriptive and inferential statistical methods to evaluate environmental conditions and users' perceptions of environmental quality.

Findings. The findings indicate that the overall environmental quality of the selected social service centres is fair. However, the absence or inadequacy of several environmental characteristics negatively affects users' perceptions of facility quality. In particular, deficiencies in water supply, sanitation, and recreational facilities were identified as important areas requiring improvement. The study highlights the need for government authorities, supported by community-based and international organisations, to improve the provision and adequacy of these facilities.

Originality. The study provides user-based empirical evidence on the environmental quality of schools and healthcare centres in Ibadan's core area and identifies specific infrastructural deficiencies that can inform targeted interventions and sustainable social service planning.

Keywords: environmental quality, social service centre, ibadan, perception, core areas.

Introduction

Lately, the world is becoming increasingly urbanized with a growing number of people residing in urban environments (UN-Habitat, 2017; World Bank, 2023). Social service centres are therefore created to support the activities of urban dwellers (Ojo, 2012; Nwoba, 2015). The National Association of Social Workers [NASW] (2022) defined social service centres as an array of facilities and services provided by government, individuals or private organizations for healthy living, learning, and working. Examples of social service centres are healthcare, education, communication system, among others. Adesina (2019) posits that availability and accessibility to social service centres enhances quality of life, creativity, innovation and economic growth. However, poor environmental quality of social service centres especially in developing countries is becoming a concern to ur-

ban planners and policymakers (Oluwole et al., 2019; Mobolaji et al., 2022; Dada et al., 2023).

Environmental quality refers to varied characteristics that relate to the natural and the built environment and the potential effects which such characteristics may have on human health (Adegbile, 2021; Alabor et al., 2024). It is a set of physical, social or economic characteristics of the environment which impinge on human, and convey a sense of well-being and satisfaction to its population. Ade-Ojo & Babalola (2023) opined that good environmental quality promotes convenient dwelling in the home, fast recovery in the health sector, comfort in the recreational centres, and conducive learning in school. Operationally, environmental quality is the aggregation of environmental characteristics premised on adequate provision of environmental amenities for the purpose of achieving an orderly and functional social service centre. Oyelere (2024) asserted that availabil-

ity and accessibility of environmental characteristics in social service centres promote effective service delivery.

As established in literature, a social service centre of good quality should have environmental characteristics that make them supportive, accessible and functional (Abdullah et al., 2016; Abubakar, 2021; Mobolaji et al., 2022). A supportive, accessible and functional social service centre denotes provision of amenities such as water supply, sanitation, refuse collection, electricity, serenity, security and safety in healthcare centres and educational facility. It is this type of environment that support the achievement of Sustainable Development Goals (SDGs), in particular good health and wellbeing (SDG 3), good education (SDG 4) and clean water supply and sanitation (SDG 6). Uzuegbunam (2012) asserted that poor environmental quality in social service centres leads to spread of diseases, poor learning, and reduced service effectiveness.

Studies have indicated that availability and accessibility to environmental characteristics enhances environmental quality in urban environment (Zhang & Guldmann, 2010; Ejie & Akinola, 2009; Ale et al., 2011). However, in Nigeria, environmental quality of urban environment remains underdeveloped. Studies have explored environmental quality in market (Olawuni et al., 2019), residential area (Mobolaji et al., 2022), public housing estates (Anofjie, 2025), yet few have focused on environmental characteristics that make good environmental quality in social service centres, and even fewer on core areas based on users' perception. This formed the basis for emphasizing the issue of environmental quality in social service centres. Particularly to this study is the achievement of good health, and wellbeing of urban dwellers which are part of sustainable development goals.

Ibadan is one of the settlements in Nigeria characterized with availability of social service centres especially in the core area of the city. Durotoye (2024) and Oyelere (2024) in their studies asserted that social service centres particularly schools and healthcare facilities in Ibadan are characterized with poor environmental quality. This is evident is the increasing spread of diseases, poor waste disposal system and inadequate water and sanitation supply. Based on the environmental characteristics of a school and healthcare facilities, its environmental quality can be measured both objectively and subjectively. The basic distinction between objective and subjective approaches is that while the objective approach focuses more on scientific standards and scientific criteria for

the measurement of environmental quality, subjective approach reflects the perception of the residents on environmental quality. Thus, healthcare facility and schools in the core area of Ibadan are characterised by different environmental problems to which subjective approach can be a tool to provide lasting solution for assessing the quality of the environment. This study therefore focuses on environmental quality of social service centres in the core area of Ibadan, Nigeria.

Literature review

Globally, social service centres plays a pivotal role in providing essential support and services to urban dwellers (United Nation Habitat, 2013; United Nations Children's Fund [UNICEF], 2019). There is a growing concern regarding the environmental quality within and around social service centres especially in developing countries. This concern arises from the potential implications of substandard environmental conditions on the health, well-being, and overall effectiveness of the services provided (Oluwole et al., 2019). The environment of social services is known to influence their utilization and efficiency. This implies that the environmental quality of social service centres influences the quality of the service they offer. Much of the existing research on environmental quality has focused on other part of the human settlements such as market (Olawuni et al., 2018), residential area (Mobolaji et al., 2022). Social service centres have however attracted little attention in this regard.

Literature abound on socio economics characteristics of residents in relation to environmental quality of their environment. The work of Azam et al. (2022) on the socioeconomic factors influencing environmental quality of some selected Asian countries makes variables such as gender, age, income, educational status, income, occupation and most importantly ethnicity relevant in this context. Findings of the study revealed that socio-economic variables negatively affect the environmental quality at all quintiles. Likewise Suzanna (2010) examined neighbourhood quality of environmental based on residents' age, gender and income. The study revealed that socio-economic variables moderate the associations between neighbourhood environment and satisfaction in the area in which the study was conducted, that is Seattle and Baltimore. This study also adapted the variables of socio-economic characteristics in the previous studies to examined environmental quality of social services center in the study area.

Studies have worked extensively on the level of satisfaction derived from environmental characteristics (Zhang & Guldman, 2010; Ejie & Akinola, 2009; Ale et al., 2011). For instance, the work of Ale et al. (2011) examined the level of satisfaction derived by citizens to infrastructure in Nigeria. The study noticed that despite the fact that citizens desired access to this infrastructure, the low level of available infrastructure development has resulted in poor environmental quality in the country. Also, Bamboye (2007) pointed that individuals are poor not because they lack the knowledge of importance of basic amenities but because they do not have access to them and therefore incapable of improving their quality of life. Zhang & Guldman, 2010) discovered that analyzing the accessibility to social services, such as health care and schools, has been shown to be important for human development (Ejeh & Akinola, 2009). Nevertheless, these studies have not made adequate documentation on the level of satisfaction derived from infrastructure that makes good environmental quality in the study area.

Condition of environmental characteristics is a determinant of environmental quality in developed and developing countries. There are several studies in relation to environmental quality have focused on various amenities that made an environment functional (Mobolaji et al., 2022; Azuh et al., 2022). The study of Mobolaji et al. (2022) indicated that the condition of available environmental characteristics especially road and water supply is very bad in Metropolitan Lagos, Nigeria. Likewise, the study of Azuh et al. (2022) concluded that there is availability of some social service centres in Nigeria but this study assessed their availability without considering the present condition of their environmental characteristics. This study however make use of various identified variables to examined the condition of the environmental characteristics available in social service centres of the core area of Ibadan.

Based on the foregoing, environmental quality of social service centres needs to be investigated for them to function optimally and also providing a safe and conducive environment for the users. In this respect, this study provide answers to these pertinent questions: In achieving this, the study provides answers to salient questions on (i) what are the socio-economic characteristics of users of social service centres in the core area of Ibadan? (ii) what are the conditions of the available environmental characteristics in the study area? (iii) what are the satisfactions derived from environmental characteristics in the study area?

Methodology

Ibadan is the capital of Oyo State and one of the largest and most populous cities in Nigeria. It is also among the largest cities in Africa, ranking behind Cairo and Johannesburg in terms of population and landmass. Ibadan is located on a hilly terrain, which made it a defensive site. It has an elevation of about 210 meters above the sea level. It is around 145 kilometres northeast of Lagos and is between latitudes 7°05N and 7°25N and longitudes 32°40 E and 32° SSE. Ibadan is a home-grown urban settlement that is rapidly evolving into a heterogeneous society, encompassing diverse ethnic groups and nationalities (Olatunji & Yoade, 2021). This increasing diversity presents both opportunities and challenges for social service provision, as it necessitates inclusive planning and culturally sensitive approaches to meet the varied needs and expectations of the population.

Ibadan, been the third largest metropolitan area in Nigeria had been the centre of administration of the old western region since the days of the British colonial rules and the city is known for the availability of several social service centre which include Adeoyo Maternity Teaching Hospital, Loyola College, Queens School, and Government College Ibadan among others (Olowoporoku et al., 2019; Olatunji et al., 2021). Of particular to this study are the social service centres available in the core area of the city which are the health care and educational facilities. An observatory glance to the health care and secondary schools in the core area of Ibadan reflects an environment with poor quality. This study therefore assessed environmental quality of social service centres in the core area of Ibadan.

Multistage sampling techniques were employed to elicit information through questionnaire administration to examine environmental quality of social service centres in the core area of Ibadan. Healthcare centres and school as a type of social service centres were purposely selected due to poor environmental quality. According to the information obtained from Oyo State Bureau of Statistics coupled with reconnaissance survey, there are 96 schools and 121 healthcare centres in the core areas of Ibadan. A random selection of one school each from the three categories of schools (boys and girls only and co-educational) were selected; on the other hand, considering the scope of service rendered by different healthcare centres, one healthcare facilities were randomly selected from the tertiary, secondary and primary health care facilities making a total of six (6) social service centres for the study.

In light of the above, 133 users of social service centres were selected for questionnaire administration with focus on users who have attained the age of 18 years and above. This involves the selection of 57 and 76 respondents in healthcare facilities and secondary schools respectively. Data collected through the questionnaire administration include socio-economic characteristics of users, environmental characteristics and satisfaction derived in social service centres. Likewise, data were analysed using both descriptive and inferential statistical methods.

Results and discussion

Presented in this section are findings and discussion on the socioeconomic characteristics of respondents, their perceived environmental characteristics, and the satisfaction they derived in social service centre.

Socioeconomic characteristics of the respondents

The socioeconomic characteristics variables examined in this study comprises of gender, age, average monthly income, marital status, and type of house lived by healthcare workers and teachers. The socioeconomic characteristics examined in the study were important based on the work of Suzanna (2010) and in particular, the work of Daramola (2023) which established that the influence of socioeconomic characteristics of people have impact in determining environmental quality of an urban environment.

The socioeconomic characteristics are as presented in Table 1. Findings revealed that both genders were well represented among the sampled respondents in social service centre. Although, in school (25.6%) were male while in healthcare centre

(86.8%) were female which shows that the perception of the two genders could help in examined environmental quality of social service centres. Also, 55.6% of the respondents were between 19 – 39 and over two-third (68.4%) are married whereas the age varied. The findings implies that respondents are capable of giving reliable information based on their age as young adults and have mainly reached the status of responsibility that can make them to be more responsible and give a reliable judgment regarding the assessment of environmental quality of their workplace.

In the social service centres, it was established that entirety of the respondents in both school and healthcare centres attained tertiary education which means that respondents in the categories of selected social service centres were knowledgeable and had good knowledge of environmental quality. Further findings were also made on the average monthly income of the users across the two types of social service centres selected for the study which revealed that 43.6% are earning between ₦50,000 – ₦99,000, 41.4% earning between ₦100,000 – ₦149,000, 12.0% are in the ₦150,000 – ₦199,000 range, and 2.3% have incomes above ₦200,000. In all, finding shows that there is a significant difference in income distribution with the variation indicating that users of the healthcare centre have a more economic value compared to the users of the school, even though there is an indication that respondents earned above the minimum wage as stipulated by Federal Government of Nigeria (2019) and the findings however indicated that income is a predictor of environmental quality.

In all, findings established variation in respondents' socioeconomic characteristics which was adjudged to a predictor of environmental quality of both healthcare facilities and secondary school.

Table 1
Socioeconomic attributes of the respondents

Attributes	School	Healthcare Centre	Total
	Frequency (%)	Frequency (%)	Frequency (%)
Gender			
Male	24 (42.1)	10 (13.2)	34 (25.6)
Female	33 (57.9)	66 (86.8)	99 (74.4)
Total	57 (100)	76 (100)	133 (100)
Age (years)			
19 – 39	20 (35.1)	54 (71.1)	74 (55.6)
40 – 59	36 (63.1)	20 (26.3)	54 (42.1)

Table continued

Attributes	School	Healthcare Centre	Total
	Frequency (%)	Frequency (%)	Frequency (%)
60 and above	1 (1.8)	2 (2.6)	3 (2.3)
Total	57 (100)	76 (100)	133 (100)
Marital Status			
Single	16 (28.1)	26 (34.2)	42 (31.6)
Married	41 (71.9)	50 (65.8)	91 (68.4)
Total	57 (100)	76 (100)	133 (100)
Educational Level			
Secondary	-	-	-
Tertiary	57 (100)	76 (100)	133 (100)
Total	57 (100)	76 (100)	133 (100)
Income (₦)			
Less than ₦50,000	-	1 (1.1)	1 (0.8)
₦50,000– ₦99,000	41 (71.9)	17 (22.4)	58 (43.6)
₦100,000 – ₦149,000	16 (28.1)	39 (51.3)	55 (41.4)
₦150,000 – ₦199,000	-	16 (21.1)	16 (12.0)
Above ₦200,000	-	3 (3.9)	3 (2.3)
Total	57 (100)	76 (100)	133 (100)

Environmental characteristics in the Study Area

The environmental characteristics of social service centres were examined in the study area. The environmental characteristics used to measure environmental quality comprises of water supply, sanitation, energy, solid waste collection, recreational space, drainage system, road, parking lots among others. The environmental characteristics were indicator used to measure environmental quality in human settlement (Kamp et al., 2003; Nwoba, 2015; Mobolaji et al., 2022). This is basically to examine the availability or non-availability of environmental characteristics that can make for good quality of environment in the social service centres as established by the study of Kamaruddin et al., (2009) and Ezeonu and Ayansi (2010) that institutional land-use environment must have adequate environmental characteristics that make them functional, supportive and conducive.

Findings on the environmental characteristics in school and healthcare centres are as presented in Table 2. Findings revealed that 81.20% of the respondents had water supply while the remaining 18.80% do not had water supply, 61.42% of the respondents declared that sanitation supply is available while fewer 31.58% declared unavailability of sanitation supply; this finding however has implica-

tion on the users of the social service centres as indicated by several studies like that of Daramola et al. (2022) that water supply is a catalyst for an environment with healthy people. Further findings revealed that 44.36% of the respondents declared that there is availability of waste collection while 55.64% declared that there is no waste collection. Based on the findings and also considering the work of Afon (2008) inadequate waste collection is an invitation to diseases. As a result, social service centres have higher chances of breeding pathogen making users vulnerable to diseases in the study area.

Further findings revealed that 72.93% of the respondents declared availability of energy supply while just 27.27% declared non availability; 50.38% and 49.62% of the respondents across the social service centres declared non availability and availability of recreational spaces respectively even though, 80.45% of the respondent declared availability of convenience store while just fewer 19.55% declared non availability of convenience store in the social service centres. Based on the foregoing, there are adequate recreational spaces which is a panacea to sustainable healthy learning and working environment and an indication of good quality of life for users of social service centres which aids a good working and healthy environment. Also, the indication that ener-

gy supply is not low complement with the study of Ogunniyi et al. (2012) that adequate energy enhances human productivity.

The findings across the social service centres indicated a good level of drainage system with positive impact on the health of users of the social service centre in the study area with majority (66.17%) declared availability of drainage system while 33.88% declared non availability of drainage system. Findings on road network show that 78.20% and 21.80% of the respondents declared availability and non-availability of road respectively; and majority 70.18% and 47.67% of respondents in the

selected schools and healthcare centre declared non availability of gate and security house respectively while 29.82% and 52.63% of respondents declared availability of gate and security house respectively. The finding however implies that there is adequate accessibility for easy movement of users even though some of the roads need slight rehabilitation in the two categories of social service centres which correlate with the notion that availability of road is a solution to sustainable infrastructure planning, even though the non-availability of gate and security house in the social service centres pose the safety of the users to be in jeopardy.

Table 2
Environmental Characteristics in the Study Area

Environmental Characteristics	School Frequency (%)	Healthcare Centre Frequency (%)	Total Frequency (%)
Water Supply			
Available	47 (82.46)	61 (80.26)	108 (81.20)
Not Available	10 (17.54)	15 (19.74)	25 (18.80)
Total	57 (100)	76 (100)	133 (100)
Sanitation Supply			
Available	37 (64.91)	54 (71.05)	91 (61.42)
Not Available	20 (35.09)	54 (71.05)	42 (31.58)
Total	57 (100)	76 (100)	133 (100)
Solid Waste Collection			
Available	12 (21.05)	47 (61.84)	59 (44.36)
Not Available	45 (78.95)	29 (38.16)	74 (18.80)
Total	57 (100)	76 (100)	133 (100)
Energy Supply			
Available	40 (70.82)	57 (75)	97 (72.93)
Not Available	17 (29.82)	19 (25)	36 (18.80)
Total	57 (100)	76 (100)	133 (100)
Recreational Space			
Available	49 (85.96)	17 (22.37)	66 (49.62)
Not Available	8 (14.04)	59 (77.63)	67 (50.38)
Total	57 (100)	76 (100)	133 (100)
Drainage System			
Available	29 (50.88)	59 (77.63)	88 (66.17)
Not Available	28 (49.12)	17 (22.37)	45 (33.83)
Total	57 (100)	76 (100)	133 (100)

Table continued

Environmental Characteristics	School	Healthcare Centre	Total
	Frequency (%)	Frequency (%)	Frequency (%)
Road			
Available	47 (82.46)	61 (80.26)	108 (81.20)
Not Available	10 (17.54)	15 (19.74)	25 (18.80)
Total	57 (100)	76 (100)	133 (100)
Gate and Security House			
Available	17 (29.82)	40 (52.63)	57 (100)
Not Available	40 (70.18)	36 (47.67)	76 (100)
Total	57 (100)	76 (100)	133 (100)
Parking Lot			
Available	17 (29.82)	40 (52.63)	57 (42.86)
Not Available	40 (70.18)	36 (47.67)	76 (57.14)
Total	57 (100)	76 (100)	133 (100)
Convenience Store			
Available	49 (85.96)	58 (76.32)	107 (80.45)
Not Available	8 (14.04)	18 (23.68)	26 (19.55)
Total	57 (100)	76 (100)	133 (100)

Condition of environmental characteristics

Findings were also made on the condition of environmental characteristics in the study area. The need to examine the level of satisfaction derived from environmental characteristics is to understand the value derived by respondents in the social service centres. Studies have examined the predictor and condition of environmental characteristics because they are factors that influence environmental quality in developed and developing countries (Shabu et al., 2013; Mobolaji et al., 2022; Durotoye, 2024). These studies have shown that the condition of environmental characteristics is necessary in shaping the functionality and user satisfaction of social service centres.

Findings made on the condition of environmental characteristics across schools and healthcare centres reveal notable disparities as presented in Table 3. The data indicated that schools generally show more favourable environmental condition than healthcare centres as seen in the higher Relative Satisfaction Index (RSI) of 3.02 for schools compared to 2.55 for healthcare centres. Among the characteristics assessed, convenience stores emerged as the most

satisfactory element ranking first in both type of social service centres accounting for the highest mean scores (4.17 in schools and 3.30 in healthcare centres). For schools, other well-rated characteristics included solid waste collection and waste collection facilities, indicating efficient waste management services. Consequently, healthcare centres showed good ranking for recreational space and drainage systems, even though the scores are moderate.

Further findings revealed that there is a shortcoming in the condition of environmental characteristics particularly in healthcare centres as water supply and sanitation supply received the lowest satisfaction scores (2.01 and 2.23 respectively) which indicated an inadequate access to these basic utilities. Schools also pose a deficiency in recreational space with mean deviation of 2.40, and parking lot availability calling for improvement. These findings however show there is a clear need for targeted improvements in environmental characteristics especially within healthcare centres so as to elevate the standard of essential services such as water, sanitation, and security.

Table 3
Condition of environmental characteristics

Environmental Characteristics	School			Healthcare Centre		
	Mean	DM	Rank	Mean	DM	Rank
Water supply	2.70	-0.31	7	2.01	-0.54	11
Sanitation supply	3.21	0.19	5	2.23	-0.31	10
Energy supply	3.36	0.34	4	2.34	-0.21	7
Waste collection	4.08	1.06	2	2.48	-0.06	5
Waste collection facility	3.85	0.83	3	2.43	-0.12	6
Recreational space	2.40	-0.61	11	2.89	0.34	2
Drainage system	3.12	0.10	6	2.84	-0.28	3
Road	2.64	-0.37	8	2.27	-0.27	9
Security gate and house	2.50	-0.51	9	2.30	-0.25	8
Parking lot	2.49	-0.52	10	2.55	-0.02	4
Convenience store	4.17	1.15	1	3.30	0.74	1
RSI		3.02			2.55	

Level of satisfaction derived from available environmental characteristics in the study area

Perceived environmental quality of social service centres were examined based on the user's level of satisfaction derived from available environmental characteristics in the study area. The level of satisfaction derived from available water and sanitation supply, road, energy supply, parking lot, recreational space, drainage system among others could significantly contribute towards good quality of the environment. The results of the respondents' level of satisfaction derived from available environmental characteristics are as presented in Table 4 based on mean index computation tagged relative importance index (RII). The mean indices were interpreted based on the following scores; 1 – 2.4 (low), 2.5 – 3.5 (moderate) and 3.6 – 5.0 (high) on the level of satisfaction derived from environmental characteristics in selected social service centres. This is in reference to several authors such as Kamaruddin et al. (2009), Ale et al. (2011), and Daramola et al. (2023) among others.

Findings from schools indicated that the availability of convenience stores is the most satisfactory environmental characteristics with the highest mean score of 4.38, followed by solid waste collection (3.92) and domestic energy supply (3.89).

Walkability (2.35), serenity of the environment, and availability of school gates were among the lowest-rated characteristics which shows that there are areas of concerning environmental characteristics in the school setting. Also, healthcare centres revealed a more varied findings with street lighting as the top-rated characteristic with mean deviation of 4.03 which was ranked first. Other relatively satisfactory environmental characteristics include convenience stores, recreational facilities, and availability of parking lots. The least satisfactory aspects in healthcare centres include availability of domestic energy supply (2.13), water supply, and gate and security post.

Findings in the schools and healthcare centres indicated differences in the perceived quality and user satisfaction across both types of social service centres. According to the data in Table 4, schools indicated a higher satisfaction level with a Relative Satisfaction Index (RSI) of 3.40 compared to 2.72 for healthcare centres. This indicates that users of school environments are more satisfied with their environmental characteristics than those accessing healthcare facilities. The data also shows key areas for improvement in both type of social service centres especially in terms walkability, serenity to enhance user experience and environmental quality.

Table 4*Level of satisfaction derived from environmental characteristics*

Environmental Characteristics	School			Healthcare Centre		
	Mean	DM	Rank	Mean	DM	Rank
Water supply	3.07	-0.33	10	2.22	-0.49	13
Availability of domestic energy supply	3.89	0.48	3	2.13	-0.58	14
Availability of Street Lighting	3.80	0.39	4	4.03	1.31	1
Solid waste collection	3.92	0.52	2	2.51	-0.20	10
Good drainage system	3.21	-0.19	8	2.67	-0.04	7
Availability of Toilets	3.26	-0.14	6	2.71	0.01	5
Paved Road	3.15	-0.25	9	2.68	-0.03	6
Recreational Facilities	3.68	0.27	5	2.78	0.06	3
Availability of Convenience Store	4.38	0.97	1	2.80	0.08	2
Availability of School Gate	2.85	-0.54	12	2.34	-0.37	12
Availability of Parking lot	2.94	-0.46	11	2.75	0.02	4
Walkability of the school	2.35	-1.05	14	2.57	-0.14	8
Serenity of the environment	2.63	-0.77	13	2.35	-0.36	11
Aesthetic quality of the environment	3.26	-0.14	7	2.57	-0.14	9
RSI		3.40			2.72	

Conclusions

The study examined environmental quality of social service centres in the core area of Ibadan, Nigeria. The study established that the environmental characteristics examined revealed a generally favourable condition index across both schools and healthcare centres, although with notable differences. Schools exhibit stronger environmental conditions, particularly in facilities like sick bay and convenience stores, but require improvements in areas such as parking and recreational spaces. Also, healthcare centres demonstrate a fair condition overall, with critical deficiencies in water supply and sanitation that need urgent attention to improve healthcare quality. The study's evaluation of perceived environmental quality indicated varying levels of satisfaction among users. This disparity highlights perceived poor environmental quality of the social service centres and the need for targeted interventions to address specific deficiencies and enhance overall user satisfaction in both types of social service centres.

For good quality of the environment of social service centres in the study area, the study recom-

mended that government should provide adequate environmental characteristics particularly water supply, sanitation supply, recreational facilities in social service centres for the benefits of the users. This is because most social service centres are government-owned facilities; therefore, the government is saddled with the provision of adequate environmental characteristics that make good quality of the environment. Also, it is recommended that community-based organisations and international organisation see to the provision of these amenities that could improve the environmental quality of the social service centres. There is also the need to sensitise the users on the need to attach more importance to the provision of environmental amenities across the social service centres. This is necessary as it will help to safeguard the available environmental characteristics thereby ensure judicious use.

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Conflicts of Interest

The authors declare no conflict of interest;

Ethics Approval

Ethics approval was sought for this study.

Consent to participate and publish

Selected teachers and health care workers were informed by a statement at the beginning of the questionnaire and consent to participate and published were also obtained from them.

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Author Contribution Statement

Conceptualization: P.O., D.M. and O.D.; Introduction: P. O. and D. M.; Literature Review: P. O. and D. M.; Material and Method: P. O., D.M. and O.D.; Data Collection: P. O.; Findings and Discussion: P.O., D. M. and O.D.; Conclusion and Recommendation: D.M. and O.D.; References List: P. O.

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